Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (currently amended): A method of blocking a return of products from a customer, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

determining if a return of the purchased product should be approved or not be approved; ~~and~~

if the return of the purchased product is not approved, then blocking the return of the purchased product in order to prevent the return of the purchased product; and

preventing a computer in processing the return of the purchased product if the return of the purchased product is blocked.

Claim 2 (Original): The method of claim 1, further comprising:

if the return of the purchased product is approved, then accepting and processing the return of the purchased product.

Claim 3 (Original): The method of claim 1, further comprising:

if the return of the purchased product has been blocked, then unblocking the return of the purchased

product in some instances to permit the return of the purchased product.

Claim 4 (Original): The method of claim 1, wherein the determination if return of the purchased product should be approved or not be approved includes a review of the order by a personnel of the vendor.

Claim 5 (Original): The method of claim 1, wherein the order is submitted by the customer to a call center.

Claim 6 (Original): The method of claim 1, wherein the order is submitted by a customer to an online shopping website.

Claim 7 (Original): The method of claim 1, wherein blocking the return of the purchased product comprises:

entering text information associated with the purchased product to indicate that the return of the purchased product is to be denied.

Claim 8 (Original): The method of claim 7, wherein the text information is entered into a webpage.

Claim 9 (Original): The method of claim 1, wherein blocking the return of the purchased product comprises:

entering a text comment that indicates a reason why the return of the purchased product is blocked.

Claim 10 (Original): The method of claim 9, wherein the text comment is entered into a webpage.

Claim 11 (Original): The method of claim 1 wherein blocking the return of the purchased product prevents a refund to the customer for the purchased product.

Claim 12 (Original): The method of claim 1 wherein blocking the return of the purchased product prevents an exchange of the purchased product with another product.

Claim 13 (currently amended): An article of manufacture, comprising:

a machine-readable medium having stored thereon instructions to:

receive an order to purchase a product by a customer;

determine if a return of the purchased product should be approved or not be approved; ~~and~~

block the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved; and

prevent a computer in processing the return of the purchased product if the return of the purchased product is blocked.

Claim 14 (currently amended): An apparatus for blocking a return of products from a customer, the apparatus comprising:

means for receiving an order to purchase a product by a customer;

means for determining if a return of the purchased product should be approved or not be approved; ~~and~~

means for blocking the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved; and

means for preventing a computer in processing the return of the purchased product if the return of the purchased product is blocked.

Claim 15 (currently amended): An apparatus for blocking a return of products from a customer, the apparatus comprising:

a product return blocking system configured to receive an order to purchase a product by a customer, determine if a return of the purchased product should be approved or not be approved, and block the return of the purchased product in order to prevent the return of the purchased product if the return of the purchased product is not approved; and

a computer configured to communicate with the blocking system;

said blocking system including programmed code to prevent the computer in processing the return of the purchased product if the return of the purchased product is blocked.

Claim 16 (Original): The apparatus of claim 15, wherein the product return blocking system is further configured to accept and process the return of the purchased product, if the return of the purchased product is approved.

Claim 17 (Original): The apparatus of claim 15, wherein the product return blocking system is further configured to unblock the return of the purchased product in some instances to permit the return of the purchased product, if the return of the purchased product has been blocked.

Claim 18 (Original): The apparatus of claim 15, wherein the determination if return of the purchased product should be approved or not be approved includes a review of the order by a personnel of the vendor.

Claim 19 (Original): The apparatus of claim 15, wherein the order is submitted by the customer to a call center.

Claim 20 (Original): The apparatus of claim 15, wherein the order is submitted by a customer to an online shopping website.

Claim 21 (Original): The apparatus of claim 15, wherein the product return blocking system blocks the return of the purchased product by receiving entered text information associated with the purchased product to indicate that the return of the purchased product is to be denied.

Claim 22 (Original): The apparatus of claim 21, wherein the text information is entered into a webpage provided by the product return blocking system.

Claim 23 (Original): The apparatus of claim 15, wherein product return blocking system blocks the return of the

purchased product by receiving an entered text comment that indicates a reason why the return of the purchased product is blocked.

Claim 24 (Original): The apparatus of claim 23, wherein the text comment is entered into a webpage provided by the product return blocking system.

Claim 25 (Original): The apparatus of claim 15 wherein blocking the return of the purchased product prevents a refund to the customer for the purchased product.

Claim 26 (Original): The apparatus of claim 15 wherein blocking the return of the purchased product prevents an exchange of the purchased product with another product.

Claim 27 (Original): A method of blocking a return of products from a customer, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

checking a purchase history of the customer to determine if a return of the purchased product should be approved or not be approved; ~~and~~

if the return of the purchased product is not approved, then blocking the return of the purchased product in order to prevent the return of the purchased product; and

<u>preventing a computer in processing the return of the purchased product if the return of the purchased product is blocked</u>.

Claim 28 (Original): The method of claim 27, further comprising:

if the return of the purchased product is approved, then accepting and processing the return of the purchased product.

Claim 29 (currently amended): A method of solving a lost order problem, the method comprising:

submitting, by the customer, an order to purchase a product from a vendor;

shipping the purchased product to the customer;

<u>notifying the vendor, by the customer, that the purchased product has not been received by the customer</u>;

investigating<u>, by the vendor,</u> a possible ~~lost~~ <u>loss</u> of the purchased product;

shipping a replacement product to the customer <u>if the vendor determines that the purchased product has not been received by the customer</u>;

charging a cost of the replacement product to an account of the vendor;

if the customer returns one of the purchased product or the replacement product, then accepting a return of the purchased product or the replacement product <u>and preventing a credit of a customer account of the customer</u>; and

crediting the account of the vendor for the returned product.

Claim 30 (Original): The method of claim 29, wherein the account of the vendor comprises a company credit card of the vendor.